



Complaint Policy and Procedures

The Rhode Island Public Transit Authority's (RIPTA) Call Center receives complaints from customers or their representatives regarding fixed-route, fixed-route flexible, and American with Disabilities Act (ADA) complementary paratransit operations, policies, and procedures. The following policy outlines the process for recording, investigating, responding to, and maintaining complaints.

Objectives

The objectives of the complaint procedures are to:

- Provide an opportunity for customers to report any policies, procedures, or actions by RIPTA/Ride Paratransit Program they believe violate Federal Transit Administration (FTA) regulations.
- Document and investigate the allegations in a timely and thorough manner.
- Timely respond to customers and provide the outcome of the investigation.

Complaint Intake

1. Customer Service Agents (CSA) receive the complaint from customers or their representatives via telephone (401-784-9500 Ext. 2012), mail (address shown below), on the RIPTA website (<https://www.ripta.com/customer-service>), on RIPTA social media (Facebook & Twitter) or in person at:

Rhode Island Public Transit Authority

Attn: Customer Service Department

705 Elmwood Avenue,

Providence, RI 02907

2. Complaints are taken up to one hundred eighty (180) days past the date of the incident. Beyond that time period, complaints will be classified as comments.
3. The complaint is entered into our Customer Service Database by a Customer Service Agent upon receipt. In order for a complaint to be investigated, customers or their

representatives must provide an address, telephone number, or email address. Those complaints without contact information will be classified as comments.

4. Customer Service Agents in the Call Center review the complaints for completeness and accuracy and call the customer if additional details are needed for the investigation. Some details that may be requested are: date and time of incident, location of incident, Vehicle ID number (if known), name or ID # of agency employee (if known), and description of what transpired (if not already provided).

Customer Service Agents have three (3) business days to complete the initial review for general service complaints.

Customer Services Representatives have one (1) business day to complete initial review for all “high priority” complaints including ADA complaints.

ALL complaints are then routed to the appropriate department for investigation and customer follow up. Any complaint that alleges discrimination based on disability will be coded as an ADA complaint and will also be sent to Nathan Hannon, Customer Service Operations Administrator.

Nathan Hannon
Customer Service Operations
Administrator
Rhode Island Public Transit Authority
705 Elmwood Avenue
Providence, RI 02907
401-784-9500 Ext. ext. 1112

Complaint Investigation and Customer Follow-up

1. The designated department is then responsible for gathering any other information needed in order to complete the investigation of the complaint including, but not limited to, any video or audio recordings of the incident.
2. Once the designated department has completed their investigation, a determination as to what remedial action (if any), is made within seven (7) business days for all general service complaints. The department’s finding is then recorded in the Customer Service Database. ADA complaints are coded “high priority,” therefore the designated department must recommend remedial action if any no later than one (1) business day from their receipt of the complaint. The department’s finding is then recorded in the

Customer Service Database. Customers will then receive a response to their complaint in the mode they selected (phone, email, written letter). If a customer chooses not to be contacted this is noted in the Customer Service Database.

3. The Customer Service Department ensures all complaints are recorded as 'closed' in the Customer Service Database within ten (10) days of complaint receipt; the complainant will have been contacted within that time period.
4. If complainant(s) disagree with the determination by the designated department, they can appeal the decision in writing within thirty (30) days from the date of the determination notification. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

Steven Colantuono
Chief Legal Counsel
Rhode Island Public Transit Authority
705 Elmwood Avenue
Providence, RI 02907

Complaint Tracking and Record Retention

The Customer Service Department will maintain a summary log of all complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than five (5) years.